



Frequently Asked Questions About the Refactored RTS POS

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Supporting Materials for the Refactored RTS and Cognos

Click the  on your desktop (or enter <http://www.txdmv.gov/rts-refactoring-resources> in your web browser) to access support materials like recorded webinars, job aid references, and guides (for example, Running the Daily, Weekly, and Monthly Reports).




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Question	Answer
How do I log in to the RTS POS workstation?	<ol style="list-style-type: none">1. At the Welcome to Windows page, press the Ctrl +Alt + Delete keys at the same time on your keyboard.2. On the Log in to Windows pop-up:<ol style="list-style-type: none">a. For User Name, type in your current RTS user name.b. For Password, type in your current RTS password.c. For Log in to, be sure TXDMVI is displayed.3. Press the Enter key on your keyboard (or click OK).4. When the Windows desktop displays, click the  icon.5. On the Select Workstation pop-up, click the Select button.
How do I know what workstation to log in to?	The system automatically selects the RTS workstation you are logged into (typically your default workstation) and there is no need to change this to perform transactions on this workstation.
What happens if I log in to the wrong RTS workstation?	It is VERY IMPORTANT that you log in to the correct workstation. Your reporting and close outs will not be accurate if you log in to the incorrect workstation. Note: It is recommended to leave default settings unless you have a specific need to change them.
How do I change my RTS workstation if necessary?	If you change the workstation, you must log off the current workstation (Exit >Exit and Sign Off) and then log in again with the appropriate selections before processing transactions.
Why can't I log back in if I accidentally closed the RTS session window?	If you accidentally close your RTS session without logging out and immediately attempt to log in again, the workstation will be locked for 90 seconds as a security precaution. After waiting 90 seconds, you can log in again.
Why would I log off with the Exit and Sign Off option?	The Exit and Sign Off option ends your current station and resets the Workstation field on the Select Workstation pop-up to list all of the workstations available to you instead of the workstation you are currently on.



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Can I use RTS POS offline (for example, if the Internet goes down)?	No. The web-based RTS POS does not have offline functions. If the Internet goes down or is not available, you cannot process transactions.
How will I know if the system is offline?	A pop-up message will display to indicate that no connection is available.
What do I do if the printer is down?	To redirect to another printer: <ol style="list-style-type: none">1. Minimize your POS to display the desktop and double-click the  (Printer Down) icon.2. On the Printer_Down pop-up, press the letter D on your keyboard and press the Enter key.3. In the list of printers displayed, type the number next to the best printer to redirect to and press the Enter key.4. At the confirmation prompt, press the letter Y on your keyboard and press the Enter key.
What do I do if the printer does not start to print when I finish a transaction?	In the Refactored RTS, there is a 5 second delay before the printer will start printing. If you experience a longer delay, please contact your Regional Service Center to report the problem. Note: This 5 second delay may also occur when reprinting reports from the POS.
What should I do if my cash drawer does not open at the end of a transaction?	If your cash drawer did not open automatically in the legacy system, it will not open automatically in the refactored system. If it opened automatically in the legacy system, you should use your key to manually open the drawer and report the issue to your Regional Service Center Manager.




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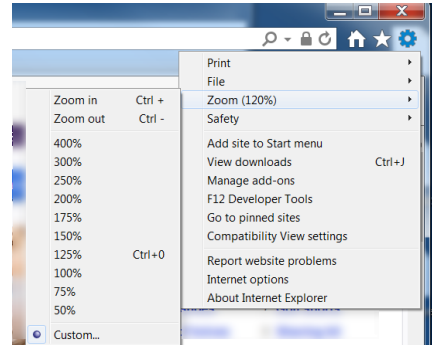
Question

Answer

Can I enlarge the text size on the RTS POS pages?

To change the text size on these pages, you can use:

- **IE Zoom feature:** In the upper right corner of the browser page, click  > **Zoom** > and then click the desired percentage to increase the text size.



- OR -

- **Your mouse:** Hold down the **Ctrl** key on your keyboard as you move the scroll wheel on your mouse in an upward direction.

Note: If a page is enlarged, the content may extend beyond what you can see and you may need to scroll down or to the right to view all of the content. Fields and tables may also display incorrectly or overlap with other onscreen content.

Why were the hotkeys changed?

The actual keys did not change (for example, **r** starts the registration renewal process) but the key combination changed from pressing **Alt** with the number/letter to pressing **Ctrl + Shift** with the number/letter to avoid conflicts with the default keys programmed into the Internet Explorer web browser by Microsoft. It was determined that the IE default keys could not be overridden so we changed the key combination to **Ctrl + Shift** to avoid conflicts.

Note: You can use the arrow keys to navigate through the items on the main menu.

Why doesn't a checkmark display in a checkbox when I click its label?

You must click the checkbox itself to select it. Note that you must also click an option button to select it.



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Question

Answer

Why does it take longer to print my first transaction of the day?

The printer may be in sleep mode and needs a little longer to start up and print the first transaction receipt processed each day. You should press the **Start** or **OK** button on your printer when you arrive each day to get it warmed up by the time you need it.

How do I select an option from a group of options using shortcut keys instead of the mouse?

After pressing the Tab key to move to a page element that contains options, use the up and down arrow keys to move through the options in that element.

a Click the **Tab** key to move from the **Inquiry Key** field to the **Select Appropriate Key** area.

b Use the arrow keys to move between these options.

c Click the **Tab** key to move from the **Select Appropriate Key** area to access the function buttons (like **Enter**).

When processing DTA events, what do I need to type in when prompted for the flash drive?

At the prompt, type in **F:\DLRTITLE.DAT**.

What happened to the IVTRS button that indicated there were Internet renewals waiting to be processed?

The IVTRS button has been removed. Check for renewals by clicking the **Customer > Registration Only > Internet Renewal > Process New** from the main access bar on the main RTS POS page



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How do I run close out reports for multiple workstations when closing out?	To report on multiple workstations when closing them out, click the first workstation and then press and hold the Shift key as you select each workstation you are closing out.
Why don't my close out reports print?	If there are set-aside transactions, the close out reports may not print. DO NOT CLOSE OUT AGAIN. First, resolve the transaction that has been set aside and then reprint the close out reports from Reports > Reprint Reports .
How do I get my password reset?	It is the same process as in the legacy system where you must contact your office Admin and have the Admin reset your password back to the default password. After the password has been reset, you must log in to the RTS using the default password and, at the prompt, create a new password. Note: If you have permissions to work in Cognos, you must also log into Cognos with the default password and create a new Cognos password.
After entering an owner name on the Title Parsed Names TTL007N page, why does the name appear truncated on the TTL007 page?	The Title Parsed Names TTL007N page allows up to 40 characters each in the First Name , Middle Name , and Last Name fields plus 4 characters in the Suffix field. The Owner Entry TTL007 page can only accept 30 characters in its First Name field and 30 characters in the Last Name field. When the system translates the information from the Title Parsed Names TTL007N page to the Owner Entry TTL007 page, it puts as much of the First Name and Middle Name from TTL007N page into the First Name field on the TTL007 page and then continues to the remaining middle name characters and as much of the Last Name and Suffix in the Last Name field. If the entire name is too long, the system chops letters supplied as the Middle Name until the Last Name is complete. (Continued on next page)



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Question

Answer

(continued from previous page)

That is, if you enter more than 30 characters in a field on the **TTL007N** page (for example, MARIANNABELLALEEMARIE as the First Name and HOPKINS-TORRES as the Middle Name) only the first 30 characters (MARIANNABELLALEEMARIE HOPKINS) will display in the **First Name** field on **Owner Entry TTL007** page.

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Customer Miscellaneous Reports Local Options

Title Parsed Names TTL007N

Title Owner

Title Owner Type: Individual

First Name: MARIANNABELLALEEMARIE

Middle Name: HOPKINS-TORRES

Last Name: JONES

Suffix:

Entity Name:

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Customer Miscellaneous Reports Local Options

Owner Entry TTL007

Id:

Id Type: - Select One -

State/Cntry:

Owner Name: MARIANNABELLALEEMARIE HOPKINS-TORRES JONES

Owner Address: USA

TX

How can I see all the information in a table column if part of it is cut off?

Most table columns are expandable. For example, you can expand the Plate No column on the In-Process Transactions INQ002 page to display all of the plate number.

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REGISTRATION & TITLE SYSTEM

Customer Miscellaneous Reports Local Options Accounting Inventory

In-Process Transactions INQ002

VIN: 1HGEJ8240TL046370 The transaction listed below is in-process for this vehicle.

Document No: 05755039035083334

TransId	Date	Transaction Type	Plate No	EmpId	Office Name
2299094241609432	02/18/2016	REGISTRATION RENEWAL	043PY2	L MALONE	TYLER

To expand a field to show all of the information in it (such as the Plate No), position your cursor on the horizontal end line of the field until the small arrow symbol is visible and pull the margin to the right.

Enter Cancel Help